

FUNDING BASICS CONTRACTED SERVICE PROVIDERS

Overview

The State of Missouri, through the Regional Offices, procures service contracts for the Division of Developmental Disabilities (DD). The Division of DD uses agencies and individuals that have a contract with the State to provide services to individuals who are developmentally disabled.

Agencies and individuals that meet contract provisions established by the Office of Administration can apply to be contracted service providers of habilitative and ancillary services through the Regional Office. Contracted service providers for people with developmental disabilities are expected to not only abide by the contract established with the Office of Administration specific to their service expertise, but to embrace the Division's Quality Outcomes.

Contracted service providers for the Regional Office provide the habilitative and ancillary services that are outlined in State Statutes. The contracts are time limited and must be renewed on an annual basis. Rates for service payment are specified according to the services provided and funding stream from which the services are paid, i.e., Purchase of Service (general revenue), Medicaid Waiver, Autism Project, etc. Specific levels of education, training, or licensure necessary for those individuals who will be providing services are stipulated in the service description and terms and conditions of the contract(s).

Policies

All services should be arranged through contracted service providers unless the service meets criteria for the Choices for Families Program. Authorizations to pay for services cannot occur until:

- the person and/or their support team have identified the need for a particular service;
- the cost of the service has been calculated;
- it is determined that there are no other options for paying for the service;
- all Regional Office procedures for gaining funds have been followed (utilization review). Each Regional Office receives funding allocations from the Division's Central Office based on the State general revenue funds provided by the legislature for the fiscal year.
- the contract provider agrees to provide the services as recommended by the person's support team and as desired by the individual.

Support Coordinators (formally known as Service Coordinators) will follow all established patterns for establishing authorizations and utilizing contracted service providers.

Procedure

Each Regional Office has established procedures for setting up authorizations to pay for contracted services. When a service need has been identified and funding has been secured, the support coordinator would then:

- decide on a contracted service provider with the person, family, or advocate;
- set up the authorization, specifying the type of service, duration, frequency, and cost;
- determine what information is needed by the contract provider to initiate the service and arrange for the provider to gain the information with permission from the individual or the guardian. In particular, the contract provider should understand the outcome that is being sought through the provision of the service. Actions by the provider toward the desired outcome should be clearly specified in the Individual Service Plan.
- determine a start date.
- monitor the service to determine if it is leading to the outcome desired, if adjustments to the service authorization are needed, and if the person is satisfied with the provider.
- follow established Regional Office procedures when a change in service or provider are needed for cancelling or changing service authorizations.

Support Coordinator Responsibilities

- Work in partnership with the contracted providers.
- Assure that contracted providers receive the needed information regarding individuals referred to them.
- Provide consultation regarding habilitative service delivery as related to the Quality Outcomes.
- Assure that services are provided in the manner in which they were contracted and provide the necessary documentation for both the Regional Office and the contract provider.